

## OPENING DOORS TO THE COMMUNITY



### HUMAN SERVICES IMPROVES LIVES

**E**XCEPTIONAL PROGRAMS AND SERVICES are offered by Bloomington Human Services to residents of all ages. Human Services strives to improve the lives of our residents by listening to their needs and providing valuable resources. Programs and services are accessible to youth, families, multicultural communities, active aging adults and people with disabilities.

For more information on the programs listed throughout these pages, call *Ask the City* at 952-563-4957 V/TTY or visit the City's website at [www.ci.bloomington.mn.us](http://www.ci.bloomington.mn.us), keywords: Human Services. For e-mail updates, go to *E-Subscribe* on the City's website and subscribe to "Human Services."

#### WHO HAS ACCESS TO HUMAN SERVICES?

- Youth.
- Families.
- Multicultural communities.
- Active, aging adults.
- People with disabilities.
- YOU!

AUGUST 2009

### INSIDE

- PAGE HS2 Community and volunteering.
- PAGE HS3 Cultural awareness.
- PAGE HS4 Calendar of events.



## DON'T HESITATE TO ASK THE CITY

### A ONE-STOP RESOURCE SHOP FOR RESIDENTS

**A**SK THE CITY is an example of how the City uses current technology to best meet customer service needs in the 21st century. The service is designed to quickly and easily connect people to the resources and information they seek,

including building permits, utilities, parks and recreation programs, and Human Services needs.

While online, you're able to search for answers to user's most frequently asked questions, submit specific questions and start a service request ticket. A service request may be anything from fixing a pothole to investigating a noise complaint. *Ask the City* can also help families seeking low-cost furnishings for their homes or child care assistance, assist older adults looking for transportation to medical appointments or opportunities to pursue a favorite hobby, or help individuals in need of employment resources.

Financial resources are one of the most frequently reported Human Services-specific *Ask the City* needs. Bloomington Human Services contracts with Hennepin County Human Services to provide financial and child care assistance through an outreach office in Creekside Community Center. By contacting *Ask the City*, individuals and families can obtain assistance applications and instructions on setting-up appointments. For those who need help starting a home, Human Services can connect individuals and families to Bridging, Inc., an organization that provides furniture and other household items to families in need.



In 2009, the cost of City services for the owner of a median-priced, single family home in Bloomington with an assessor's market value of \$244,800 is \$65.17. Approximately \$2.28 out of the \$65.17 goes toward Human Services' activities and of that \$2.28, \$1.57 goes to Creekside Community Center activities.

"We work extremely hard to establish strong relationships with partner agencies to meet the needs of the community," Human Services' Lorinda Pearson said.

*Ask the City* is accessible online from the City's website, by phone or in person through employees of the City. See below for contact information.

### BY THE NUMBERS

#### TOP FIVE HUMAN SERVICES REQUESTS

- Financial** (Rent, tax prep assistance, material goods).
- Community and City information** (Events, programs).
- Food** (Food assistance, food shelf).
- Housing** (Low-income, chore services).
- Legal** (Tenants rights, low-cost legal services).

#### POPULATIONS SERVED

97 percent	General public.
3 percent	Agencies*

\* Employment, health and school personnel.

#### CONTACT METHOD

85 percent	By phone.
12 percent	Walk-in.
3 percent	By e-mail.

### CONTACT ASK THE CITY

WE'RE HERE  
2 SERVE U



The City of Bloomington does not discriminate on the basis of disability in the admission or access to, or treatment or employment in, its services, programs, or activities. Upon request, accommodation will be provided to allow individuals with disabilities to participate in all City of Bloomington services, programs, and activities. • Upon request, this information can be available in Braille, large print, audio tape and/or electronic format.

#### ONLINE

[www.ci.bloomington.mn.us](http://www.ci.bloomington.mn.us), 24 hours a day

#### V/TTY

952-563-4957, Monday - Friday, 8 a.m. - 4:30 p.m.

#### IN PERSON

9801 Penn Avenue South, Bloomington MN 55431-2912

Evenings and weekends by appointment.

### CONNECTING THROUGH ART

#### BLOOMINGTON STUDENTS STUDY DIFFERENT CULTURES

**H**UMAN SERVICES recently partnered with the Bloomington School District and Human Rights Commission to offer a free, two-week cultural arts program for Bloomington students in grades 1 - 5. Students studied Asian, Native American, African and Hispanic/Latino cultures taught by representative artists. Artwork created by the students will be on display at Bloomington Civic Plaza, 1800 West Old Shakopee Road, through August 13.

### DISCUSSING UNIVERSAL HUMAN RIGHTS

#### GREAT DECISIONS CITIZEN EDUCATION PROGRAM

**T**HE HUMAN RIGHTS COMMISSION will host a Great Decisions event, Thursday, September 24, 6:30 p.m., at Bloomington Civic Plaza, 1800 West Old Shakopee Road. The program will include a speaker followed by a facilitated discussion. Great Decisions is a dynamic citizen education and discussion program, sponsored nationally by the Foreign Policy Association and coordinated locally by the Minnesota International Center. For more information or to participate, contact the Human Rights Commission at 952-563-8733.



### E-SUBSCRIBE

#### E-MAIL SUBSCRIPTION SERVICE

**D**ID YOU KNOW you can receive free e-mail updates on Human Services information on your computer or cell phone? All you need to subscribe is a valid e-mail address. Visit [www.ci.bloomington.mn.us](http://www.ci.bloomington.mn.us), keyword: *E-Subscribe*.





## LET'S DO LUNCH CITY DINER NOW SERVING FRIENDSHIP AND FUN

**M**EET NEW PEOPLE or catch up with old friends and neighbors over lunch at the City Diner. The City Diner, located in Creekside Community Center, serves delicious sit-down meals **Monday - Friday at 11:30 a.m.** The main entrée frequently includes meat, fish or pasta accompanied by two sides, salad or soup, and dessert. Don't miss the Party of the Month – an extra-special dining experience, featuring a unique menu and door prizes or entertainment. Meals are \$6 for guests under 60 and a \$3 suggested contribution for guests 60 and older. To make a reservation, call 952-563-4948, TTY: 952-563-4957.



## LENDING A HAND VOLUNTEERS ASSIST RESIDENTS WITH CURBSIDE CLEANUP

**F**OR THE SIXTH YEAR IN A ROW, volunteers from Ziegler Cat, a distributor of Caterpillar equipment, generators and truck engines, and Human Services have teamed up to help older and disabled adults participate in the Citywide Curbside Cleanup. It all started in 2003, when "Helping Hands," a group of Ziegler Cat employees, contacted Human Services Coordinator Kerry Stone for help finding volunteer opportunities in the community. Stone suggested the Curbside Cleanup.

"It was the perfect fit for Ziegler's Helping Hands, as there were many residents who wanted to participate in the Cleanup, but couldn't because they were not physically able to carry heavy items such as refrigerators to the curb," Stone said.

Ziegler Cat employee Dave Dyson, who coordinates Ziegler volunteers for the program, said his volunteers love their job.

"This past year we had eight Ziegler volunteers assisting in the Cleanup," Dyson said. "They take referrals and assist callers with questions. We do it because we find great satisfaction in helping others in need."

## RESQ FROM BOREDOM! (-.-)ZZZ

### BUILDING COMMUNITY

**H**UMAN SERVICES WORKS TO BUILD RELATIONSHIPS among residents by providing opportunities to become and stay active in the community. Through strong partnerships with organizations and individuals, the division increases access to opportunities and resources within the community.

## VIRTUAL PHYSICAL FITNESS NINTENDO WII LEAGUES NOW FORMING

**S**TAY ACTIVE AND GET FIT while playing virtual bowling, tennis or golf on the Nintendo Wii game system. Recruit friends and form a team to play your favorite games within the friendly walls of Creekside Community Center. Tutorial sessions are provided for bowling, tennis and golf Wii games. Orientation and play times will be scheduled in advance.



## EXERCISE YOUR BRAIN KEEP THE MIND SHARP WHILE HAVING FUN

**N**O SPECIAL SKILLS ARE REQUIRED to play the Dakim Brain Fitness program – all it takes is the ability to touch a computer screen. Dakim is a unique program designed to improve the quality of life for adults who desire to maintain their brain health. The user is engaged in a variety of mentally stimulating and entertaining exercises. The program is available at Creekside, **Monday - Friday, 8 a.m. - 4:30 p.m.** To schedule a training session, contact *Ask the City*.



## ACROSS THE MILES STAY IN TOUCH WITH SKYPE

**W**ISH YOU COULD SEE your family and friends more often? Human Services can help you get connected through Skype Internet phone service. This free software enables users to connect with other users without having to pay expensive long-distance rates. By downloading Skype to your computer, you'll be able to talk or video conference with friends and family around the world. Call *Ask the City* for more information.

## :-) VOLUNTEERS R Gr8!

### HELPING GOOD PEOPLE CONNECT TO GOOD CAUSES

**H**UMAN SERVICES STRENGTHENS our community by providing information and access to volunteers and civic engagement opportunities for all ages. By involving residents and employees in program planning, the provided services match the needs of the community. Bloomington volunteers are the backbone of the city. Here are examples of volunteers who are making an impact in the community. For information on how you can get involved, call *Ask the City* at 952-563-4957 V/TTY or visit [www.ci.bloomington.mn.us](http://www.ci.bloomington.mn.us) and click on Ask the City.

## MAKING THE TRANSITION TO INDEPENDENCE STUDENTS LEARN LIFE SKILLS AT CREEKSIDE

**T**HE BLOOMINGTON TRANSITION CENTER partners with Human Services to provide young adults with disabilities an opportunity to learn valuable skills through interaction with adults at Creekside Community Center. The students, age 18 to 21, have been coming to Creekside from the Transition Center since January 2009. The students perform a variety of activities with

Creekside volunteers, including craftwork, quilting and beadwork. While working with volunteers, students learn life skills needed to move from a school setting to independent living.

According to Human Services Coordinator Alissa Solie, the experience provides an opportunity to learn from the adults, which is a valuable experience for all parties involved.

"The experience has been very positive," Solie said. "Some students have even expressed an interest in continuing to visit and volunteer at Creekside during their summer break."

The Bloomington Transition Center offers a vocational, independent-living and skills-training program that works in collaboration with student, families and community agencies.

## TALK ABOUT A MODEL VOLUNTEER MEET NATIONAL GUARD SERGEANT AARON JACOBSEN

**S**ERGEANT AARON JACOBSEN has been volunteering since he was an Eagle Scout in his hometown of Northfield, Minnesota. Jacobsen is a member of the National Guard 34th Brigade Special

Troops Battalion and 1st Brigade Combat Team, based at the Bloomington Armory.

Having served in Bosnia and Iraq, Jacobsen is now pursuing a degree in

Criminal Justice at Metropolitan State University. He became a regular volunteer at Creekside Community Center after meeting Human Services Coordinator Denise Royer in 2008.

Royer suggested Jacobsen volunteer by

serving meals to older adults through the Human Service's Party of the Month. It's a service he describes as fun and different from his "normal" everyday experiences.

"It's so important to be active in our communities and to help people," Jacobsen said. "This is the way in which people stay connected and make their community great. And the people are lots of fun to work with."

Volunteering for the Party of the Month program has inspired Jacobsen to volunteer for other organizations in Bloomington, including Bridging, Inc. and the Minnesota Council of Churches.



Go to  
our website,  
click on **E-Subscribe**  
and sign up to  
receive volunteer  
e-mail updates.



LTS GT 2GTHR! S-V

## ENSURING EQUALITY FOR ALL



### DISABILITY EMPLOYMENT AWARENESS AWARD NOMINATIONS SOUGHT

**T**HE HUMAN RIGHTS COMMISSION and Disability Employment Awareness Committee are seeking nominations for the Business Recognition Awards given to businesses that excel in the employment of people with disabilities in Bloomington. Nominations are due **September 14, 2009**. For more information, visit our website at [www.ci.bloomington.mn.us](http://www.ci.bloomington.mn.us), keywords: Disability Employment.

**S**INCE 1968, the Bloomington Human Rights Commission has advised the City Council on human rights issues. The nine-member commission also has recognized community members for their outstanding efforts in the area of human rights through the Omar Bonderud Human Rights Award and the Disability Employment and Awareness Month Business Recognition Awards.

Human rights affect the happiness, health and prosperity of a community. Safeguarding these rights is important. Human Services provides staff leadership to the City Council-appointed Human Rights Commission. Together, we ensure that all Bloomington citizens have equal opportunities and equal rights.

### OMAR BONDERUD AWARD NOMINATIONS SOUGHT FOR HUMAN RIGHTS AWARD

**T**HE BLOOMINGTON HUMAN RIGHTS Commission is seeking nominations for the Omar Bonderud Human Rights Award. This award is presented to an organization or individual who has made a significant contribution toward ensuring the human rights of people in Bloomington. Human rights areas for consideration may include equal opportunity in employment, housing, public accommodations, education and any other service that affects the social well-being of the community. The nominee must live or work in Bloomington and meet other established criteria. Nominations are due **September 11, 2009**. Nomination forms are available by calling 952-563-8733, TTY 952-563-8740 or by visiting the City's website, keywords: Omar Bonderud.



2006 Award recipient Larry Yazzie, fancy dancer.

## KNOW YOUR RIGHTS

### AMERICANS WITH DISABILITIES ACT



**T**HE AMERICANS WITH DISABILITIES ACT (ADA) was enacted to provide broad anti-discrimination protection for all persons with physical and mental impairments that substantially limit one or more major life activities. The Act covers employment, public services, public accommodations and services operated by private entities, and telecommunication relay services.

The City has staff with ADA training that can provide assistance, guidance and follow-up in reference to the Americans with Disabilities Act. Call *Ask the City* if:

- You believe you have been discriminated against because of a disability.
- You are building or renovating a publicly used building and want to make sure ADA guidelines for accessibility are met.
- You are a concerned citizen who believes a public or private entity is not accessible.

The City of Bloomington has made a commitment to serve individuals with disabilities and to make sure every individual has access to all services, public and private.

### REPORTING A HUMAN RIGHTS VIOLATION

**T**HE BLOOMINGTON HUMAN RIGHTS COMMISSION aids and advises the City Council in ensuring all citizens have equal opportunity in employment, housing, public accommodations, public services and education, and other affairs. The commission sponsors a number of educational forums throughout the year and also provides mediation for individuals who feel they have been discriminated against as it relates to Human Rights laws.

For more information or to make a complaint, contact the Human Rights Commission at 952-563-8733, TTY 952-563-8740.



## (^\_^) BSCO - XLNT XCHANG! BLOOMINGTON SISTER CITY ORGANIZATION (BSCO)

### A "TASTE" OF HOSPITALITY HOTEL RECEIVES BSCO STAR SUPPORTER AWARD

**T**HE HILTON MINNEAPOLIS/BLOOMINGTON was recently awarded the 2009 Star Supporter Award from the BSCO at its annual fundraiser "Taste of Japan."

According to Human Services Manager Lorinda Pearson, the hotel was instrumental in providing an outstanding welcome and first impression of Bloomington for Izumi City's Mayoral delegation visit in 2008.

"The Hilton provided a Japanese breakfast each morning, transportation to and from local activities and held a Chamber of Commerce lunch in honor of the Izumi City delegates," Pearson said. "General Manager Jim Waldvogel and his staff went above and beyond to provide a memorable experience."

For more information about Taste of Japan or becoming a BSCO corporate sponsor, call 952-563-8713 or visit [www.bloomington-izumi.org](http://www.bloomington-izumi.org).



### CULTURAL EXCHANGES SISTER CITY PROGRAM FACILITATES GLOBAL FRIENDSHIPS

**S**INCE 1993, when Bloomington began a Sister City relationship with Izumi City, Japan, the Bloomington Sister City Organization (BSCO) has promoted international understanding through exchanges of people, information and ideas. Its goals are to establish friendships, build understanding and develop strong relationships. Community involvement is essential to the program's success.

Resident Dan Royer has been volunteering for BSCO since 2005, when he and his wife Denise hosted Satomi Fujiwara, an exchange student visiting through the BSCO high school exchange program. *See photo above.* Royer enjoyed the hosting experience so much that he decided to become a BSCO board member. Shortly after, Royer and his wife visited Satomi at her family's home in Izumi City as part of the BSCO adult delegation.

"About 30 minutes into our visit, a silence fell over the room," Royer said. "Satomi informed us that her grandmother had just introduced



Bloomington residents Denise and Dan Royer with exchange student Satomi Fujiwara.

us to her departed ancestors. This was a very big honor. We felt immediately accepted as valued friends."

Satomi returned to the Royer's home in 2007 for one year of English language study at the University of St. Thomas. She has since graduated college and is working for the Japanese Travel Bureau in Japan.

Royer said that he and his family will be forever grateful to BSCO for introducing them to Satomi and opening doors for a lifetime of cultural exchanges.

"The Bloomington/Izumi City Sister City partnership is so valuable for its people-to-people connections," Royer said. "The stronger the connections and the more bridges of cultural understanding that are built, the more we all benefit from really getting to know each other."

Cultural exchanges and hosting opportunities take place every year in Bloomington. For more information, call BSCO at 952-563-8713.



500/EUCHRE ANYONE?

COME JOIN THE FUN of this trick-taking card game! Tournaments are held monthly and, for those new to the game, instructional classes are offered throughout the year.



DRIVER’S SAFETY PROGRAM

YOU MAY QUALIFY for an auto insurance premium discount by participating in the AARP Driver’s Safety Program, the nation’s first and largest refresher course for drivers age 50 and older. Courses are offered throughout August and September.

GET ACQUAINTED WITH CREEKSIDE

JOIN US on the first Wednesday of each month from 10 - 11 a.m., for Get Acquainted with Creekside. This program provides information about the active aging adults program and activities for persons with disabilities.



PARTY OF THE MONTH

EVERY MONTH Human Services hosts the Party of the Month – a dining experience featuring a special menu, door prizes and entertainment. Meals are \$6 for guests under 60 and a \$3 suggested contribution for guests 60 and older. Reservations must be made at least two days in advance.



JAPANESE LANTERN LIGHTING FESTIVAL

THE BLOOMINGTON SISTER CITY Organization will take part in the annual Japanese Lantern Lighting Festival at Como Park, 1225 Estabrook Drive, in St. Paul, Sunday, August 16, 4 p.m. to dusk. Modeled after summer festivals in Japan, this event will include cultural entertainment, family activities and Japanese food. For more information, call 952-563-8713 or visit www.bloomington-izumi.org.



EVENTS AT CREEKSIDE  
SEE A SHOW, TAKE A CLASS AND  
MAKE NEW FRIENDS!

Go to our website, click on E-Subscribe and sign up to receive Human Services e-mail updates.

THIS SUMMER AND FALL residents have a variety of fun and educational ways to experience different cultures, savor good food and enjoy lively entertainment. The following events will take place at Creekside Community Center, 9801 Penn Avenue South, unless noted in the descriptions. For more information on these activities, call Ask the City at 952-563-4957 V/TTY or visit www.ci.bloomington.mn.us, keywords: Ask the City.

AUGUST			
M	3	10 a.m.	500/Euchre Classes
M - TU	3 - 4	5 p.m.	AARP Driver’s Safety Program
W	5	10 a.m.	Get Acquainted with Creekside
W	5	12:30 p.m.	AARP Driver’s Safety Program
SA	8	1:30 p.m.	Euchre Tournament
W	12	12:30 p.m.	AARP Driver’s Safety Program
TH	13	11:30 a.m.	Party of the Month
SU	16	4 p.m.	BSCO Booth at Lantern Lighting Festival
M	17	12:30 p.m.	Monday Movie Matinee
M	17	5 p.m.	AARP Driver’s Safety Program
W	19	10 a.m.	AARP Driver’s Safety Program
SA	22	10 a.m.	Fare For All Grocery Buying Program
TU	25	5 p.m.	AARP Driver’s Safety Program
SEPTEMBER			
W	2	10 a.m.	Get Acquainted with Creekside
W	9	10 a.m.	AARP Driver’s Safety Program
W	9	5 p.m.	AARP Driver’s Safety Program
SA	12	9 a.m.	AARP Driver’s Safety Program
M	14	10 a.m.	500/Euchre Classes
M - TU	14 - 15	5 p.m.	AARP Driver’s Safety Program
TH	17	11:30 a.m.	Party of the Month
SA	19	10 a.m.	Fare For All Grocery Buying Program
M	21	12:30 p.m.	Monday Movie Matinee
M	21	5 p.m.	AARP Driver’s Safety Program
W	23	1 p.m.	Cricket and Renegades Music Show
TH	24	1 p.m.	Writers Club
TH	24	6:30 p.m.	Great Decisions – Universal Human Rights See page 1.
M	28	1 p.m.	Book Club
TU	29	12:30 p.m.	AARP Driver’s Safety Program

MARK THESE D8S  
ANNUAL EVENTS NOT TO BE MISSED

OCTOBER

- Disability Awareness Employment Month

NOVEMBER

- Veterans Wall Display

DECEMBER

- Omar Bonderud Human Rights Award Presentation  
December 7, 2009

JANUARY

- Youth Leadership Event  
January 9, 2010

MARCH

- BSCO - Taste of Japan  
March 6, 2010

MAY

- Older Americans Month
- Bloomington Sister City Organization – Kite Day  
May 1, 2010
- Diversity Day/Peace Run  
May 7, 2010

JUNE

- Global Celebration

MONDAY MOVIE MATINEE

IF YOU ENJOY MOVIES, don’t miss these free matinees. On Monday, August 17, 12:30 p.m., watch “Get Smart,” an action comedy starring Steve Carell as agent Maxwell Smart. On Monday, September 21, 12:30 p.m., see “Duplicity,” a thriller starring Julia Roberts and Clive Owen as corporate spies.



FARE FOR ALL

THE MONTHLY FARE FOR ALL Grocery Buying Program is available to anyone who wants to save 30 - 40 percent on groceries. Participants, who are encouraged to volunteer in their community, will receive discounts on groceries. Packages containing fresh fruits and vegetables, frozen meats, rice and pasta cost \$10 - \$20. A new customer may register and prepay for food packages August 22, then pick up the food September 19.

THE CRICKETS AND RENEGADES

LISTEN TO GREAT MUSIC in a great location. The Crickets and Renegades will present country and standard music, Wednesday, September 23, 1 p.m., at the Schneider Theater, 1800 West Old Shakopee Road. Tickets will be sold at the door for \$3; children under 12 will be admitted free.



WRITERS’ CLUB

EXPLORE YOUR CREATIVE SIDE by joining the Writers’ Club. The group meets monthly and gives participants the opportunity to experiment with a variety of writing styles.



BOOK CLUB

THIS NONFICTION BOOK CLUB meets monthly, September - May, and includes a featured speaker and facilitated discussion. September’s book is The Bible, The Qur’an and Science by Dr. Maurice Bucaille.